



Maricopa County
Ryan White Part A Program
Policy and Procedures

Medical Transportation Services

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PURPOSE:

To guide the administration of Ryan White Part A Program's Medical Transportation Services (a support service under the Act). The administration of funds must be consistent with Subpart I client eligibility criteria and the service category definitions established by the Ryan White Part A Program Planning Council.

The Ryan White HIV/AIDS Treatment Extension Act of 2009 defines support services as services needed by individuals with HIV/AIDS to achieve medical outcomes. Medical outcomes defined as those outcomes affecting the HIV-related clinical status of an individual with HIV/AIDS.

POLICIES:

- The funds are not intended as unlimited transportation services and are to assist with providing transportation to and from the Ryan White Part A defined core and support services and must be documented in the client chart.
- These services may be delivered via public transit services and subcontractors that perform taxi transportation services.
- Clients who have access to their own private transportation must use this if/when available, before accessing Ryan White Part A Medical Transportation services.
- If a client has AHCCCS (Arizona Health Care Cost Containment System) or ALTCS (Arizona Long Term Care System), they must first attempt to obtain transportation for medical appointments through these agencies first before accessing Ryan White Part A Medical Transportation services.
- All communications made on behalf of the client are to be documented in the client chart and must include a date, time, person(s) spoken with and brief summary of what was communicated in adherence with the client charting definition.
- All activities performed must be directly related to the HIV-related clinical status of an eligible client and documented appropriately in the client chart.
- Appropriate client authorized releases of information must be on file to allow for the proper inter-provider communications needed to increase the likelihood of desired health outcomes related to the HIV-related clinical status of an eligible client.
- All fee- for- service reimbursements made under this service are limited to the current Arizona Health Care Cost Containment System (AHCCCS) reimbursement rates, as applicable, or a reasonable rate approved by the



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Administrative Agency. Contractors with direct cost reimbursement contracts will be reimbursed for actual/allowable costs incurred during the contract period.

- Specific clinical outcomes (as defined by the Maricopa County Ryan White Part A Office) need to be measured and reported for this service.
- The provider is responsible for obtaining documentation from clients that verify upcoming and past core and supportive services during the timeframe that the Transportation service (transit ticket/pass or taxi ride) will be/was used.
- All direct service providers must meet the service category's Standards of Care as defined by the Ryan White Part A Planning Council.

DEFINITIONS:

Medical Transportation Services:

Medical Transportation services include conveyance services provided, directly or through voucher, to a client so that he or she may access health care services.

Client Charting:

All paper chart documents must be original documentation and contain original dates and signatures of contract budgeted staff providing services i.e. assessments, treatment plans and progress notes. All Electronic Medical Records must include authenticated, dated electronic signatures. The AA will only review documentation that is authenticated original documentation, and will not accept copies of assessments, treatment plans and progress notes as acceptable documentation of services provided. Any records that do not include authenticated signatures of budgeted contract staff providing services will be considered unallowable units, and will not be reimbursed.

CLIENT ELIGIBILITY CRITERIA:

To be eligible for transportation services, the client must also use the transportation to attend an HIV/AIDS core or support service. The client must meet all of the standard eligibility criteria as defined in Section 3 Client Eligibility. For the Federal Poverty Limits for this service category, see Appendix – Menu of Services.

In addition to the items in Section 3 Client Eligibility, clients must present documentation that verifies upcoming and past core and supportive services during the timeframe that the Transportation service (transit ticket/pass or taxi ride) will be/was used.

ELIGIBLE COSTS AND SERVICES:

Public Transit:



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- Distribute bus passes (and tickets as appropriate) to eligible clients to facilitate access to HIV/AIDS core or support services.

Limited to one (1) bus pass per client every thirty (30) days

1 unit = 1 Bus pass

Maricopa County Taxi Service:

- Provide taxi rides to eligible clients living in Maricopa County to facilitate access to HIV/AIDS core or support services.

1 unit = 1 ride (one way)

Pinal County Taxi Service:

- Provide taxi rides to eligible clients living in Pinal County to facilitate access to HIV/AIDS core or support services.

1 unit = 1 ride (one way)

Service Coordination

- Coordinate transportation services to eligible clients; transportation services are to facilitate access to HIV/AIDS core or support services.

1 unit = 15 minute